

Privacy-& cookie statement

Hi, I am Vivian Schroën from Vivo Dutch. I am responsible for the processing of your (personal) data as shown in this privacy & cookie statement (*hereinafter: Statement*).

Vivo Dutch is located in Eindhoven at Hoogstraat 336 (5654NJ) Eindhoven and registered in the Dutch Chamber of Commerce with number **807 280 30**.

This Statement describes which (personal) data I collect from you on i.e. my website www.vivodutch.com, for what goal I use your (personal) data and under what conditions these (personal) data may possibly be shared with third parties. In this Statement I also explain how your (personal) data is stored, how your (personal) data is protected against misuse, what kind of rights you have with regard to the (personal) data you provide to me and how you can file a complaint with the *Dutch Data Protection Authority* (Autoriteit Persoonsgegevens).

If you have any questions about this Statement, please feel free to contact me via vivian@vivodutch.com and I will respond to your email as soon as possible, but in no event later than *21 working days*.

I take great care with the (personal) information I receive from you and with what I collect or have collected for the use of my services. I will never make your (personal) data available to third parties for commercial purposes. And if this would be the case, I will always ask for your explicit permission.

You are never obliged to provide me with your (personal) data. I will do everything I can to limit the processing of (personal) data as much as possible. However, if this cannot (*reasonably*) be expected of me, your refusal to provide (personal) data to me may result that our legal relationship cannot continue or be established. I only process your (personal) data because you are my client, you use my services and/or because you (*have*) provided this (personal) data to me.

Sensitive data

I do not collect and/or process personal data like *i.e. gender, race or religion*. This overview below, shows the (personal) data that I do process (*in some cases*):

- First and last name (*i.e. on quote or invoice or when you create an account on my website*);
- Address details (*i.e. on quote or invoice*);
- Phone number (*you are not obliged to provide*);
- E-mail address (*for the execution of our agreement*);
- Financial data (*for administration and for the payment providers Stripe, PayPal and Mollie*);
- Social media account name;
- Photo (*i.e. to post on my social media account with your permission*);
- Information provided by you (*i.e. by filling in the contact form on my website, in correspondence and/or by phone*).

My Payment providers

PayPal & Stripe

For concluding and processing (part of) our payments on our website we use the payment providers Stripe & PayPal. They process your name, address and residence information. They also process payment information such as your bank account number or credit card number. Both implemented fitting technical and organizational measures to protect your personal data. The both retain the right to use your personal (anonymized) information to further improve their services and, within this context, share it with third parties.

In case of a request for a postponed payment (credit facility) they both will share personal and order information with the appropriate payment provider. All the aforementioned guarantees in regard to the protection of your personal data are also applicable to any services that uses third parties. They do not store your data any longer than the instalments permitted by the appropriate legal grounds.

Mollie

For concluding and processing (part of) our payments on our website we also use the payment provider Mollie. Mollie processes your name, address and residence information. They also process payment information such as your bank account number or credit card number. Mollie has implemented fitting technical and organizational measures to protect your personal data. Mollie retains the right to use your personal (anonymized) information to further improve their services and, within this context, share it with third parties.

All the aforementioned guarantees in regard to the protection of your personal data are also applicable to any services by Mollie that uses third parties. Mollie does not store your data any longer than the instalments permitted by the appropriate legal grounds.

The way I collect (personal) data

I collect your (personal) data if it is **provided by you**, for example by filling in the contact form on my website or if you contact me in any other way.

I process your (personal) data because **you gave permission** to do so. If I process (personal) data on the basis of your permission, you can always withdraw that permission if you contact me via vivian@vivadutch.com .

I process (personal) data because it is **necessary** or because you have concluded an **agreement** with me or because I have a **legal obligation** to do so. Because in some cases, I may be required by law to share your data in connection with government,- tax,- or criminal investigations. In such case, I am forced to share your (personal)data. Please note that I will always oppose this within the possibilities the law offers me.

I only use your data for **(direct) marketing** if I have your explicit permission to do so. For example if you have signed up to download my **e-book**, you (once in a while) will receive some of my e-mails related to the content of that e-book. You can always unsubscribe. If you share information with me and I use this information to - other than at your request - contact you at a later time, I will always ask for your explicit permission.

Not personal data

Some data is automatically collected by my website (*i.e. IP address, web browser and operating system*) and is only processed for the purpose of further improving my services. Such data are not personal data.

I process your personal data for (one of) the following purposes:

- To be able to handle your payment;
- To be able to send you my e-book;
- To be able to contact you if this is necessary for me to perform my service;
- To inform you about changes to my services;
- To be able to grant you access to your account and the associated services on my website;

I process your (personal) data when you post a comment on one of my **social media accounts**.

I will not send you a periodic **newsletter**, but you will be on my mailing list if you have registered to i.e. receive my e-book (*so you have given your explicit permission to receive some of my emails*). I will process your name and e-mail address to send you the e-mail. Every email contains an unsubscribe link.

I like to post a nice **review** on my website or social media account. Before I do that, I will always ask for your permission. For this I process your name, photo your trade name and assessment. This review will be on my site indefinitely, until you indicate that you want to remove the review.

How long do I store your (personal) data?

Your (personal) data will only be used for the purposes as described in this Statement. As soon as that (personal) data is no longer necessary for the purpose for which it was collected, it is prohibited by law to keep it any longer.

I do not store your (personal) data any longer than strictly necessary, or after a possible limitation period if required by law (*at least 7 years for administration purposes after our last contact*).

Sharing your (personal) data with third parties

I do not sell your data to third parties. I will only provide your (personal) data if this is necessary for the execution of our agreement or to comply with a legal obligation (*i.e. tax authorities*).

I conclude a processing agreement with companies that process your data on my behalf to ensure the same level of security and confidentiality of your (personal) data. However, I always remain responsible for the processing carried out by them.

Otherwise I will not transfer your data to countries outside the EU. However, if this is necessary I will only transfer data to countries that guarantee an adequate level of protection (*EU-US Privacy Shield*). And when you use Stripe, your data may be transferred outside EU. You can read their [policy here](#).

My website contains social media buttons from Facebook and Instagram and possible other links to third-party website. The privacy policy of the specific platform applies to that link and not to this Statement. Meaning I cannot guarantee that these third parties handle your data in a secure manner. Please feel free to read how Zapier, Facebook and Instagram deal with your privacy: [Zapier](#), [Instagram](#) & [Facebook](#).

I use the online platform New Zenler to host and sell my online courses. The privacy policy of Zenler applies to anything directly related to the platform and not to this Statement. Meaning I cannot guarantee that New Zenler handles your data in a secure manner. Please [feel free to read](#) how New Zenler deals with your privacy.

Related to my online courses, *New Zenler* uses Vimeo to storage my videos, meaning the privacy policy of Vimeo applies and (again) not this Statement. I cannot guarantee Vimeo handles your data in a secure manner. Please feel free to read how [Vimeo](#) deals with your privacy.

I use Zoom for my online courses, so when we use Zoom for an online course, their privacy policy applies and not this Statement. Meaning I cannot guarantee Zoom handles your data in a secure manner. Please [feel free to read](#) how they deal with your privacy.

View, adjust, delete or transfer (Personal) data

With regard to your (personal) data, you always have the right *to view, to correct or to delete* your (personal) data. In addition, you may withdraw any previously given consent for the processing of your (personal) data by me and you may object to the processing of your (personal) data by me.

You also have the right to *data portability*. Meaning that you can submit a request to me via vivian@vivodutch.com to send your (personal) data in a computer file to you or another organization designated by you. I will respond to your request as soon as possible and in no event later than 21 *working* days.

How I protect your (personal) data

I have taken appropriate measures to prevent your (personal) data from being misused, lost, accessible to an unauthorized person, from being made public without permission and of course to prevent unauthorized changes to your (personal) data.

If you feel that your (personal) data is not properly secured by me or if you notice indications of misuse of your (personal) data, please let me know via vivian@vivodutch.com as soon as possible. I will investigate your message and I will respond to it as soon as possible, in no event later than 21 *working* days.

Do you have a complaint?

If you have a complaint about the processing of your personal data by me, you always have the right to submit a complaint to the Dutch Data Protection Authority ([Autoriteit Persoonsgegevens](#)). You can submit a complaint by [filling in the form](#) on their website.

Cookies

I also think it is important to know I use cookies. I use *functional, tracking & social media related cookies* on my website and that you know for what purposes those cookies are used.

Placing and using cookies is safe. No personal data can be traced. Please note that your phone number and/or your e-mail address will always remain unknown to me. Your privacy and the user-friendliness of my website are monitored by me. I ensure this is guaranteed.

Cookies are small text files, placed on the hard drive or in the memory of your (*i.e.*) phone, computer, laptop, tablet or any other device with which you view my website during your visit.

Cookies do not contain viruses and they cannot damage the device you visit my website with. When you come back to my website at a later time, your information (*stored in the cookies*) is recognized: cookies only register that you view my website again.

So, cookies are placed to increase your ease of use for my website and in connection with a commercial interest. By placing cookies, I can make the structure, navigation on my website and the content of my website as user-friendly as possible.

- **Functional cookies** are used to make this website function as well as possible. Functional cookies are necessary for the functioning of this website. The cookies are used to store settings for an optimal display, read out your browser settings in order to optimally display this website on your screen, load the website evenly, so that the site remains easily accessible.
- **Tracking cookies** such as pixels of Instagram and Facebook, follow your visit to my website in order to build a profile of my website visitors;
- **Social media related cookies** such as those from Zapier, Instagram and Facebook. Zapier, Instagram & Facebook also place cookies on your device via these buttons.

Cookies that are not necessary are only placed after you have given permission for this by clicking 'agree' in the cookie bar.

If you do not want my website to place cookies on your device, you can adjust your browser settings. In that case you receive a warning before cookies are placed and if possible, you can always automatically refuse cookies. Please be aware that if you do not accept cookies, it cannot be guaranteed that my website will work properly.

Functions on my website may not work properly or you will see errors on the website. How you can adjust your settings or delete cookies differs per browser.

- o **Firefox:** <https://support.mozilla.org/nl/kb/cookies-verwijderen-gegevens-wissen-websites-opgeslagen>
- o **Google Chrome:** <https://support.google.com/chrome/answer/95647?co=GENIE.Platform=Desktop&hl=nl>
- o **Internet Explorer:** <https://support.microsoft.com/nl-nl/kb/278835>
- o **Safari op Smart Phone:** <https://support.apple.com/nl-nl/HT201265>
- o **Safari op Mac:** <https://support.apple.com/nl-be/guide/safari/sfri11471/mac>

Validity of this Statement

This Statement applies to my website www.vivodutch.com and my associated services.

Please note that I always have the right to change this Statement. Publication of a new version makes all previous versions invalid. I will inform you by e-mail if my new Statement has consequences for the processing of the already collected (personal) data relating to you.

The effective date for the validity of this Statement is **June 24, 2022**